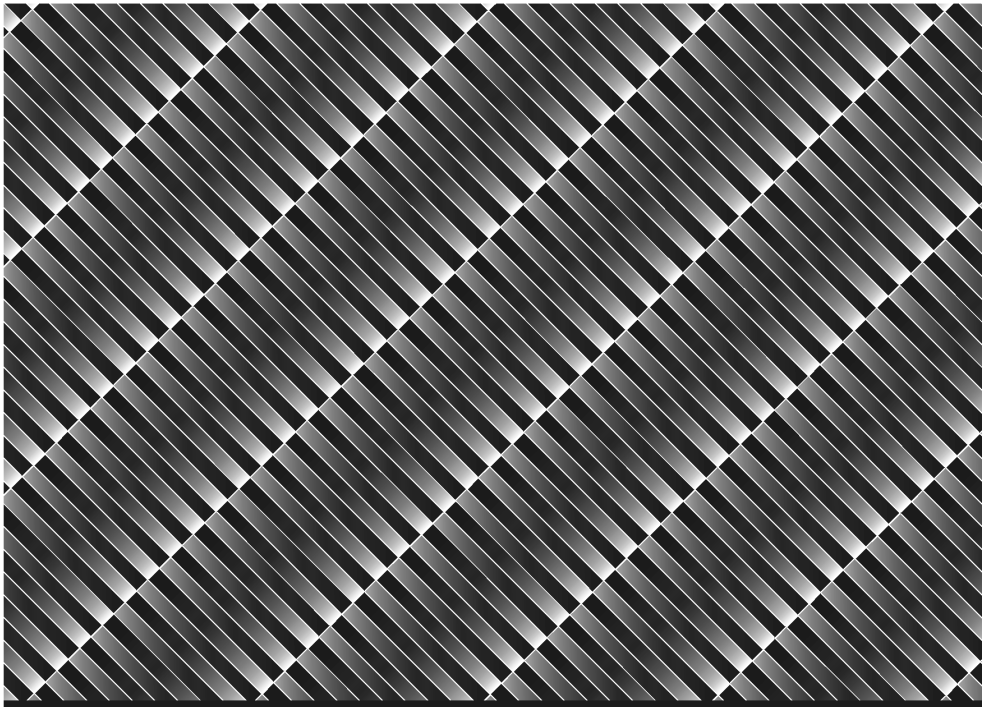

AG neovo

A Different Class Of Display

TS-Series Touch LCD Display

User Manual

www.agneovo.com

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Precautions

Notice

- Srmation was correct at time of print. All information is subject to change without notice. Updated content can be downloaded from our web site at http://www.agneova.com.
- To register online, please go to http://www.agneovo.com.
- To protect your rights as a consumer, do not remove any stickers from this product. Doing so may affect the determination of the product's warranty period.

Installation

- Do not cover or block the ventilation holes in the housing.
- Do not place the monitor near a heat source, such as a space heater or exhaust vent, nor in direct sunlight.
- Do not place this device in any location subject to vibration or other physical shocks.

Warning on power connection

- Use an appropriate power cord to connect the monitor to a power outlet.
- The outlet should be installed near the monitor and be easily accessible.
- Do not allow anything to rest on the power cord.
- Disconnect the power plug from the power outlet in the following circumstances:
  - If you will not use the monitor for an indefinite period time.
  - When the power cord or plug is damaged of frayed.
  - If the product has been dropped or the housing has been damaged.
  - If the product exhibits a distinct change in performance, indicating a need for service.

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Maintenance

- Clean the housing, glass panel and controls with a soft cloth lightly moistened with a mild detergent solution. Do not use any type of abrasive pad, scouring powder or solvent, such as alcohol or benzene.
- Do not rub, touch, or tap the surface of the screen with sharp or abrasive items such as a pen or screwdriver. This type of contact may result in scratching the surface of the glass.
- Do not insert sharp objects or spill liquid into the monitor through ventilation holes. This may cause accidental fire, electric shock or failure of the device.
- Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltages or other risks.

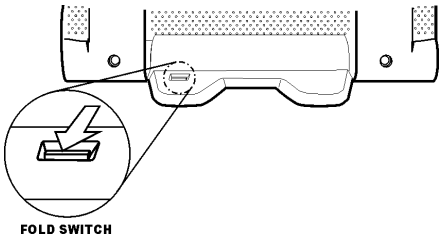
Transportation

When you transport this monitor for repair or shipment, use the original carton and packing materials.

Retracting the base stand

15”

Warning: If you wish to retract the base stand for storage, moving, or wall-mounting the device, first push back the fold switch to prevent possible damage to the base stand.



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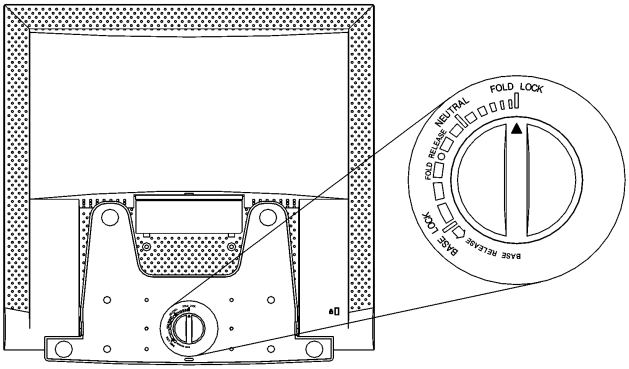
17”

Note: A tilt dial is fitted to the base stand as shown in the figure. Use it to control the angle of tilt of the monitor.



This dial has “**Base Lock”, “Neutral”** and **“Tilt Lock”** three positions, which are described as follows:

Base Lock—

Locks the base stand in the fully tilted position, when it is fully retracted, to prevent it from being opened by vibrations during transportation.

Neutral—

When the dial is set to the “**Neutral**” position, you can either open or retract the base stand.

Fold Lock—

This prevents the monitor from tilting more than 25°.

When you first remove the package and take out the monitor, the dial is set to the “**Base Lock”** position. To open the base stand, you only need to turn the dial slightly counterclockwise to “**Base Release”** position and release, it will automatically turn clockwise and reset to “**Neutral**”. Now, you can push with little force to open the base stand. When the monitor is tilted at an angle less than 25°, the dial again to go clockwise until it reaches the title limit “**Fold Lock”** position.

The maximum tilting angel of the monitor is 25°. When the monitor is tilted at 25°, the control device brakes so that further tilting is not possible. To retract the base stand, first turn the dial slightly counterclockwise and hold it (if the monitor is tilted to the limit, the dial cannot be turned. The tilting angel must be reduced to 25° or smaller before the dial can be turned again) and then press down the monitor until it is fully retracted. Remember to turn the dial counterclockwise to “**Base Lock”** position to ensure that the base stand is really secure.

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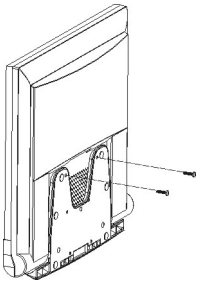
Wall mounting

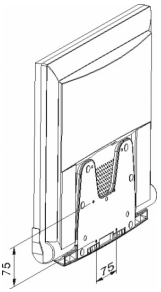
This display conforms to the VESA's Flat Panel Monitor Physical Mounting Interface (FPMPMI) standard. You can choose relevant mounting arms or wall mounts to be used for mounting.

The 15" monitor weighs approximately 4.6 kg (10.1 lb), and is installed by the following steps:

1. Retract the base stand. (Refer to the section "Retracting the base stand" before doing so).
2. Secure the base stand to the display's housing with two M4*18mm screws.
   (AG Neovo's wall-mountable products come with two such screws.)



3. The base stand has four M4 screw holes, and conforms to the VESA FPMPMI standard, measuring 75 x 75 mm.



AG Neovo wall-mountable products (wall mount kit, WMK series) are recommended.

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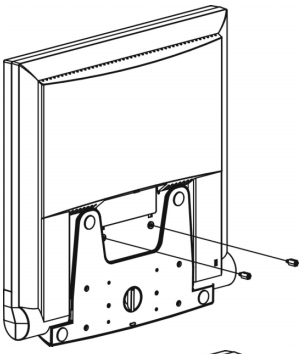
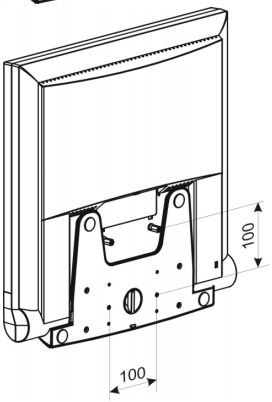
The 17” monitor weighs approximately 7.57 kg(16.11lb), and is installed by the following steps:

1. Retract the base stand.
   (Refer to the section “Retracting the base stand” before doing so).

2. The 17” monitor is supplied with two stud bolts. First tighten these two bolts on the rear housing of the monitor.



3. There are two holes on the rear housing and two holes for M4 screws on the base stand which comply with the installation interface standard for a VESA Flat Panel Display (FPD) of 100*100mm。



AG Neovo wall-mountable products (wall mount kit, WMK series) are recommended.

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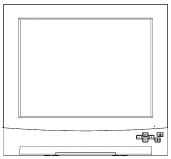
Package Contents

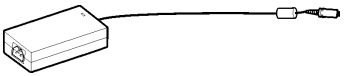
Before using this monitor, check if the following items are included in your carton box:

- Monitor (*1)



- Power adapter (*1)

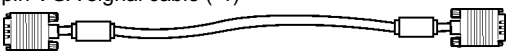
  Use only the following power adapter: Lien LE-9702B+5012。



- Power cable (*1)

  The included power cable conforms to the IEC 60227 standard or relevant national standard, with conductors providing a cross-sectional area of 3 x 0.75min, type H05VV-F or H03VV-F.

- D-sub 15-pin VGA signal cable (*1)



- DVI signal cable (*1) (17" accessory)

- Touch Screen Cables（The following accessories are supplied depending on models）
  - RS-232 signal cable (*1)

  - USB signal cable (*1)

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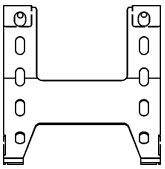
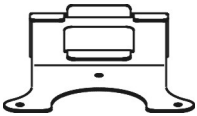
- Touch screen supporting bracket (*1) and screws (*2)

  15”



  17”



- AG Neovo Disk (*1) (User’s Manual and driver software)

- Touch-screen Disk (*1) (Touch screen driver)

- Quick Guide (*1)

- Stud bolts (*2) (for 17”monitor wall mounting only)

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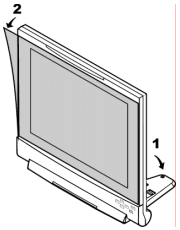
Setup

1. Fold the stand of monitor and take off the plastic dust-proof sheet

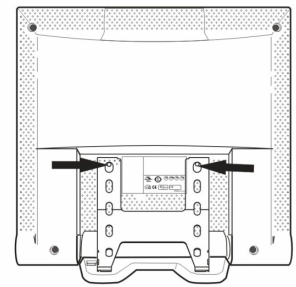
   Fold out the stand, so you can place the monitor upright on the table. Take off the plastic dust-proof sheet from the screen surface of the monitor.



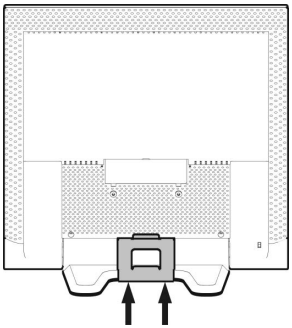
2. Attaching the Touch Monitor Support

   To prevent undesired movement of the display when its touch screen feature is being used, the support strut should be installed prior to using this feature, as shown in the illustration.

15”



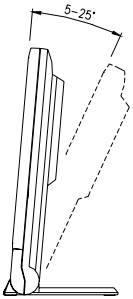
17”



3. Tilting angle adjustmentIt

   The screen can be tilted at any angle between 5° and 25° from vertical.

   Once the monitor support is secured, the tilting angle for the monitor is fixed at: 15” monitor 10°; 17” monitor 5°.



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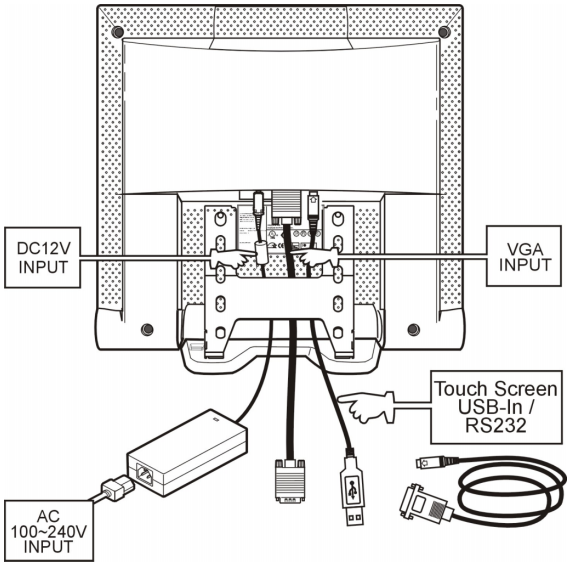
Connections

15”



Rear View

- DC +12V Power Jack
  Provides +12V DC power to the monitor.
- VGA-In
  D-sub 15-pin connector for the VGA signal.
- Touch Screen Connectors（select one of the following connectors）
  - RS232 Touch screen signal cable connector
  - USB Touch screen signal cable connector

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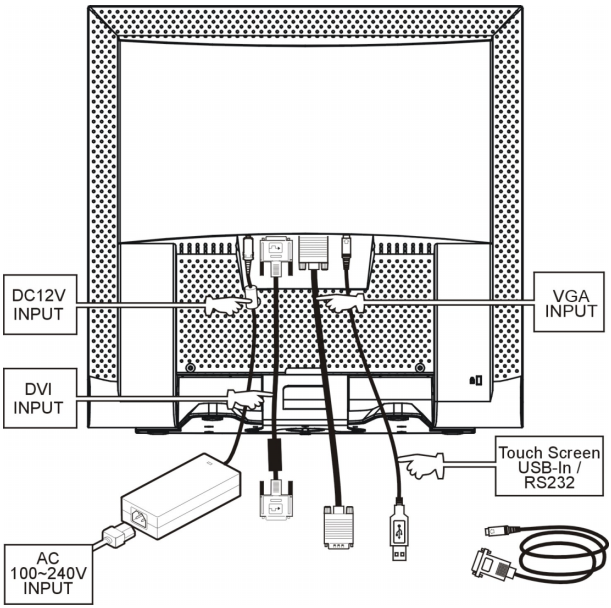
17”



Rear View

- DC +12V Power Jack
  Provides +12V DC power to the monitor.
- VGA-In
  D-sub 15-pin connector for the VGA signal.
- DVI- Input
  Connect to a DVI signal source by using the DVI-D 24 pin video cable
- Touch Screen Connectors（select one of the following connectors）
  - RS232 Touch screen signal cable connector
  - USB Touch screen signal cable connector

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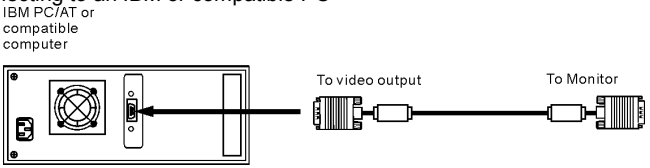
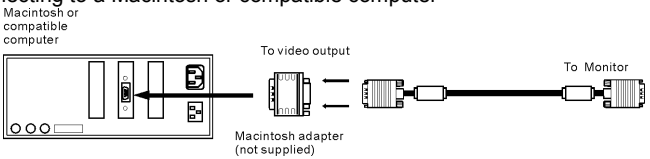
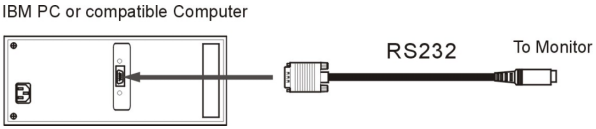
1. Connect the monitor to the computer or video source; with the computer or other video source switched off, connect the video signal cable to the monitor.
   - Connecting to an IBM or compatible PC



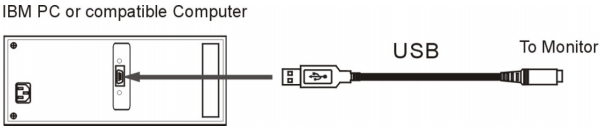
   - Connecting to a Macintosh or compatible computer



2. Connect the touch screen monitor to a computer; before powering up the computer or other video source, please connect signal cable to the monitor.
   - The included RS232 signal cable can be used to connect the monitor to compatible computer equipment.



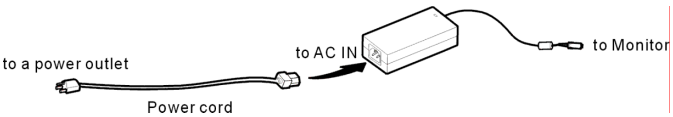
   - The included USB signal cable can be used to connect the monitor to compatible computer equipment.



3. Connect the power adapter and power cable

   With the monitor switched off, connect the cable of the power adapter to the monitor.

   Then connect one end of the power cable to the adapter, and the other end to a power outlet.



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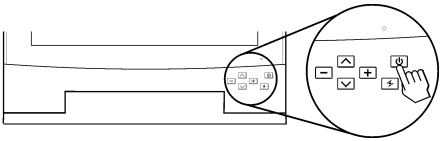
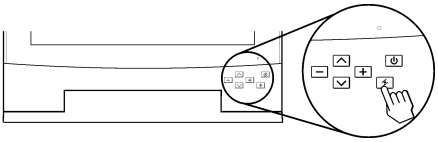
4. Turn on the computer or video source.
   Then press the (Power) switch on the monitor to turn it on. A picture should now appear on your monitor. If not, please check the “Warning Signals and Troubleshooting” section of this User’s Manual for further details.



5. Optimize the video quality of your system.
   To obtain the best possible results, it is recommended that you first adjust the video signal resolution on your computer to 15” - 1024x768,60Hz and 17” - 1280X1024,60Hz .We also recommend that you press the (automatic) button to automatically adjust the display parameters to achieve the best results.



Software Configuration

1. Installing the Microsoft Windows data file
   You can find the Microsoft Windows data file (also called the driver program) on the included AG Neovo CD. To ensure smooth operation after initial installation, you can refer to the installation guide, which can also be found on the CD.

2. Installing Touch Screen Drive
   Use the supplied touch screen driver disk to install the touch screen driver using the standard Windows installation. After installation, make sure you calibrate the touch screen.

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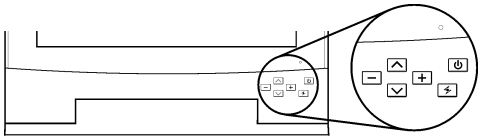
Identifying Parts and Controls



Front view

Power switch

Turns the monitor on or off.

LED indicator

The indicator lights up green when the monitor is turned on, and lights up orange when the monitor is in power saving mode.

AUTO button

Adjusts the picture position and performance automatically.
You are recommended to press this button the first time you use the monitor or every time you change the resolution and/or refresh rate of the input signal.

UP button

Activates the On-Screen Display menu.
Moves the selected item clockwise.

Down button

Activates the On-Screen Display menu.
Moves the selected item counterclockwise.

Increase button

Activates the On-Screen Display menu.
Functions as the “+” (increase) button when adjusting.

Decrease button

Activates the On-Screen Display menu.
Functions as the “-” (decrease) button when adjusting.

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Customizing Your Monitor

This section covers the LCD monitor's On-Screen Display (OSD), and front panel control buttons.

Important! You can press the "Automatic" button to have the monitor complete its automatic configuration. However, if difficulties in optimization occur because of the particular video card used in your computer, please use the OSD menu to adjust the settings for the monitor's various parameters and achieve the desired display results.

OSD Control Buttons

1. Press the △ , ▽ , [+] or [−] button to bring up the OSD menu. Sixteen OSD icons are represented in the main menu.

2. Press △ or ▽ to highlight the desired icon to be adjusted or selected.
3. Then press + or — to adjust or select a sub-menu.
4. In case a sub-menu has been selected, press △ or ▽ to confirm selection.
5. If the OSD menu is not displayed, press for auto adjustment.
6. If the OSD menu is displayed, press to exit.

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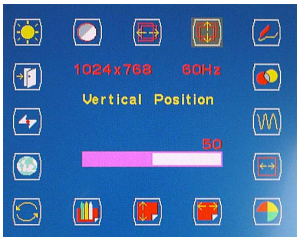
15” OSD Menus

Brightness Adjustment

Contrast Adjustment

Horizontal Position Adjustment

Vertical Position Adjustment



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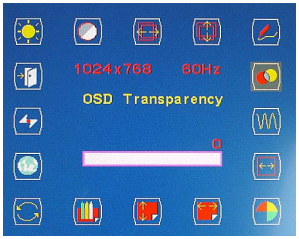
Sharpness Adjustment

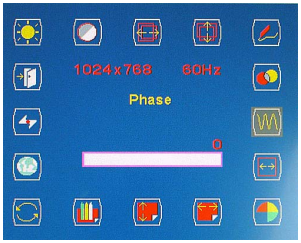
Note

15": If the computer resolution is 1024 X 768, it is not possible to adjust sharpness.

OSD Transparency Adjustment



Phase Adjustment



Frequency Adjustment

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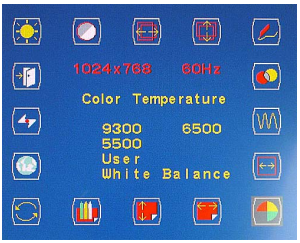
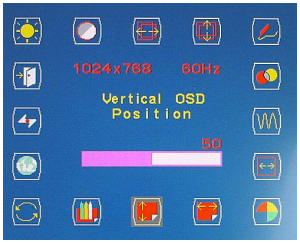
Color Temperature Selection



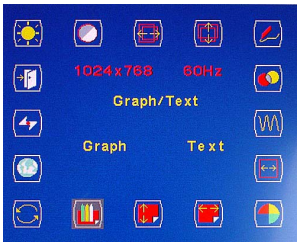
Note
The RGB color temperature can be adjusted in the “User” sub menu.

Horizontal OSD Position Adjustment

Vertical OSD Position Adjustment



Graphic/Text Selection



Note
If the resolution is 640×350 or 640×400, please select “Text”.

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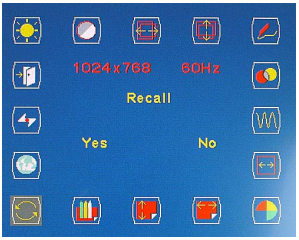
Recall Selection



Note

Please use the “Recall” function to return to the previous settings in case the adjustments made were not satisfactory.

Language Selection

EUR&USA

Auto adjustment Selection

Exit Selection

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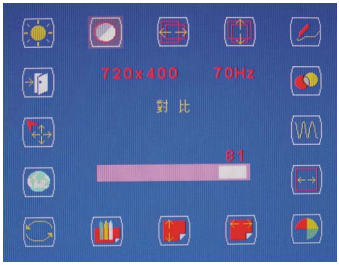
17” OSD Menus

Brightness Adjustment

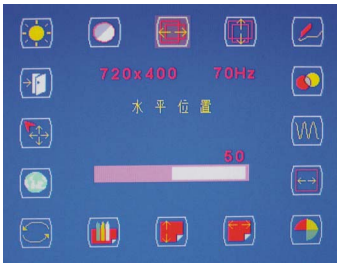
Note:
If the color temperature is set to sRGB, the brightness function is fixed and cannot be adjusted.

Contrast Adjustment

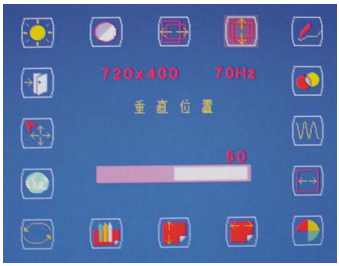


Note:
If the color temperature is set to sRGB, the contrast function is fixed and cannot be adjusted.

Horizontal Position Alignment



Vertical Position Alignment



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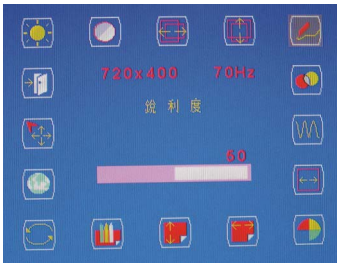
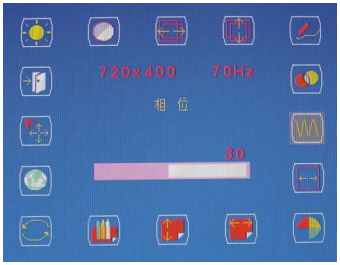
Sharpness Adjustment



Note:
17": If the computer resolution is 1280 X 1024, it is not possible to adjust the sharpness.

OSD Transparency Adjustment

Phase Adjustment



Frequency Adjustment

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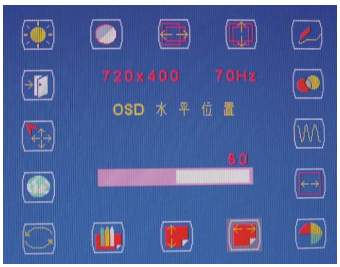
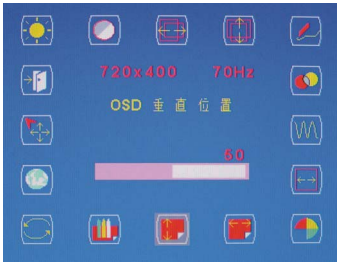
Color Temperature Selection

Note:
When you are in the "User "sub menu, you can make individual RGB color adjustments.
When sRGB is selected, the brightness and contrast functions are fixed and cannot be adjusted.

OSD Horizontal Position Alignment



OSD Vertical Position Alignment



Graphic / Text Mode Selection

Note:
When the resolution is 640*350or 640*400, it is recommended the user select text mode.

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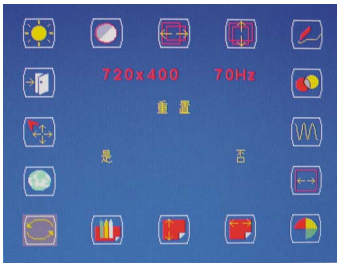
Recall Selection

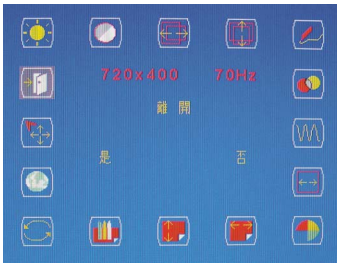


Note:
Please use the “Recall” function to return to the previous settings in case the adjustments made were not satisfactory.

Language Selection

Signal Switching

Exit Selection



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Warning Messages and Troubleshooting

Warning Messages

Screen Message	Action to be taken
Input Signal Out of Range	The input signal is not acceptable by the monitor. • Please check if the video resolution and frequency range is within the range specified for the monitor. • Please refer to the “Specifications” section of this User’s Manual for details.
No Signal	No signal input is detected • Check that the power switch of your computer is in the “ON” position. • Check that the video signal cable is properly connected. • Ensure that no pins of the signal cable are bent. .
OSD Lock Out	The main control menu (On-Screen Display menu) is locked to avoid unwanted adjustment. Press the [^],[v],[+] buttons simultaneously for 5 seconds to unlock the main control menu.
Auto Adjusting	The monitor is detecting the input signal and automatically adjusting the monitor parameters accordantly. • It takes around 5 seconds to finish this process. • You are recommended to run auto adjustment by pressing the [⚡] button every time you have changed the resolution or refresh rate.

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Troubleshooting

Symptom	Check Items
• No picture • LED power indicator is not lit	• Check that the power switch of the monitor is turned on. • Check that the power adapter is properly connected to the monitor. • Check that the power cable is properly connected to the power adapter. • Check if the power outlet is providing power by plugging in another device to the outlet.
• No picture • The LED power indicator is lit up amber	• Ensure the computer is not in power saving mode. (Move the mouse or press a key on the keyboard to wake up the computer.) • Check that the power switch of your computer or video source is in the “ON” position. • Check that the video signal cable is properly connected.
• The texts are not solid	• Check that the resolution of the video signal is set to 15”-1024 x 768, 17” - 1280x1024 • Press the (Auto) button to run automatic adjustment. • Adjust Clock and Phase in the OSD menu to fine tune. • Adjust Sharpness in the OSD menu if you are not using 1024 by 768 resolution
• Screen image is not Centered properly • Some lines missing	• Press the (Auto) button to run automatic adjustment. • Adjust H. Position and V. Position to fine tune.
• There are tiny red, green, blue or black tiny on the screen.	• The TFT LCD panel is made of millions of small transistors. Each defective transistor will cause a red, green, or blue dot. • Under AG Neovo’s warranty AG Neovo guarantees no more than 3 missing dots in every single monitor. This is inline with the current industry standard (requirement).

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Specifications

15”

Electrical characteristics		
Screen size		15.0” (381mm) diagonal
Pixel format		1024 x 768 vertical stripe
Horizontal frequency		30 KHz – 60 KHz
Vertical frequency		56Hz – 75Hz
Maximum pixel frequency		80MHz
Connections		Power: 3-Pin AC Plug
Power	ON	< 36W
	Standby	< 2W
	OFF	< 1W
Physical characteristics		
Tilting angle		5º ~ 25º
Dimensions (Net)		386*360*169 mm (W*H*D)
Weight (Net)		4.6Kg (10.1 lb)
Touch Screen		
TS-15S		**SAW (Surface Acoustic Wave)**
Panel connection		RS-232, USB
Panel pixel		4096 x 4096
Action force		< 3 ounces
Position accuracy		< 1% of true position
TS-15R		**Resistive (5-Wire)**
Panel connection		RS-232, USB
Panel pixel		1024 x 1024
Action force		< 300g
Position accuracy		< 2% of true position

Note: Specifications are based on those of the delivered product. Any change of the above specifications will be made without prior notice.

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17”

Electrical Characteristics		
Screen size		17.1” (435 mm) in diagonal
Pixel format		1280 x 1024 vertical lines
Horizontal frequency		30 KHz – 80 KHz
Vertical frequency		56 Hz – 75 Hz
Maximum pixel frequency		140 MHz
Connection		Power supply: 3-Pin AC jack
Power	ON	< 42 Watt
	Ready	< 2 Watt
	OFF	< 1 Watt
Physical Properties		
Tilting angle		5º ~ 25º
Dimensions (Net)		436*427*200 mm (W*H*D)
Weight (Net)		7.5Kg (16.5 lb)
Touch Screen		
TS-17S		**SAW (Surface Acoustic Wave)**
Panel connection		RS-232, USB
Panel pixel		4096 x 4096
Action force		< 3 ounces
Position accuracy		< 1% of true position
TS-17R		**Resistive (5-Wire)**
Panel connection		RS-232, USB
Panel pixel		1024 x 1024
Action force		< 300g
Position accuracy		< 2% of true position

Note: The specifications are based on those of the delivered product. Any changes to the above specifications will be made without prior notice.

Plug & Play

15” supports standards such as DDC/2B of VESA 5I Displayed Data Channel (DDC).

17” supports standards such as DDC/2B of VESA and DDC/CI Displayed Data Channel (DDC).

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FCC compliance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING: Any unauthorized modification to this equipment could result in the revocation of the authorization to operate the equipment and void the product warranty.

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WEEE

Information for users applicable in European Union countries

The symbol on the product or its packaging signifies that this product has to be disposed separately from ordinary household wastes at its end of life. Please kindly be aware that this is your responsibility to dispose electronic equipment at recycling centers so as to help conserve natural resources. Each country in the European Union should have its collection centers for electrical and electronic equipment recycling. For information about your recycling drop off area, please contact your local related electrical and electronic equipment waste management authority or the retailer where you bought the product.

Hg

Lamp Disposal

LAMP(S) inside this product contain mercury and must be recycled or disposed of according to local, state or federal laws. For more information, contact the electronic industries alliance at **www.eiae.org** for lamp specific disposal information check **www.lamprecycle.org**.

Vermont Hg directive

Title 10: Conservation and Development
Chapter 164: COMPREHENSIVE MERCURY MANAGEMENT
§ 7106. Labeling of mercury-added products

Contains Mercury, Dispose of Properly

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